

Technical Service Bulletin

25-TSB-463-EN

04/28/2025

Models and Markets: All STATIM 2000 and 5000 units with G4+ LCD controller boards worldwide

Description: Software update available SL12R102 (for G4+ LCD controller boards only)

Summary:

To ensure optimal performance and trouble-free operation of your STATIM G4+ units, we recommend updating the user interface software to the latest version SL12R102. This software contains several important updates and bug fixes.

Action Required:

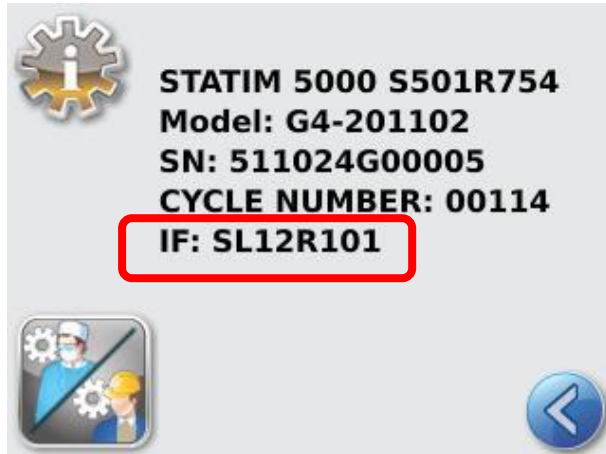
Technicians and sales representatives accessing customer units, during servicing or regular maintenance, should make sure the user interface software on units has been updated to the latest version SL12R102.

The following are addressed in this Technical Service Bulletin:

- 1. How to identify if the unit has a G4+ LCD controller board. 2
- 2. What issues will this fix? 2
- 3. How to load this software. 4

1. How to identify if the unit has a G4+ LCD controller board.

Go to **SETTINGS** and press **INFORMATION**.



A unit with a G4+ board will have a interface (IF) version that will read: **SL12Rxxx**.

2. What issues will this fix?

Enhanced connectivity experience

SciCan Network Manager improvements were made to enhance system stability and improve the boot up sequence times. WiFi improvements include retaining connection profiles after reboot to ensure stable connection and improved on-screen messaging so that users better understand when a unit has WiFi connectivity but not internet access.

Boot loading bar resolution

In some of the LCD controller board configurations, the real time clock could not be synced. This meant that on initial startup, the screen would freeze when displaying the loading bar. This is now resolved so that, regardless of LCD controller board configuration, users will not experience frozen loading bar on initial startup.

LCD contrast - bug fix

Users activating the LCD contrast function found that their screen brightness preferences were not retained by the unit after it was restarted. This has been resolved and users can now expect their adjusted brightness level to remain across restarts.

LCD brightness improvement

Users had difficulty seeing change in brightness increments. This has been resolved.

Export to USB - bug fix

The STATIM keeps track of what data has already been transferred to the USB storage device and will automatically load only new data. This feature had issues with detecting the insertion and removal of USB memory sticks. This has been resolved. Additionally, cycle copy can be interrupted and will resume where it left off.

Beep Volume - bug fix

If the user accessed the Beep Volume button three times in a row, the volume would decrease steadily to 0. Feature would sometimes fail to save the value selected, or the value changed on its own. This has been resolved.

Graph display on LCD corrected

Some of the graph displays were incorrectly representing the unit's actual cycle performance. This is a bug in the animation and is not representative of the unit performance. The graph animation has been updated.

Screen saver updated

This new version will no longer display older products. Instead, the screen saver will be the default date and time.

Accelerometer support

This item enables the STATIM's LEVEL function. Additional support was provided to the new accelerometer.

Default maintenance intervals incorrect

Some units may have settings other than the recommended maintenance intervals. For units to perform optimally, the default maintenance counters should be set to 6 months and 500 cycles. This has been resolved with this new software.

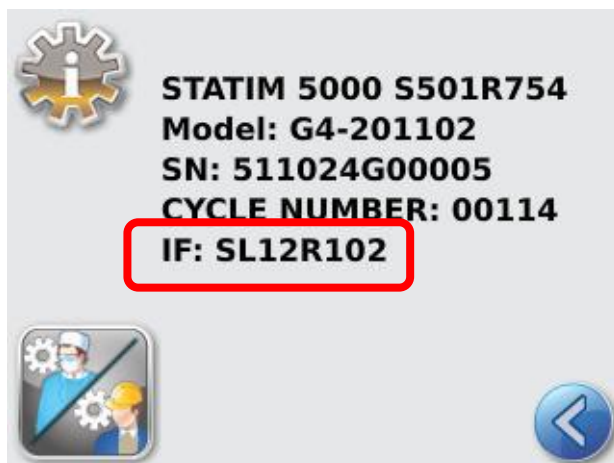
3. How to load this software.

Automatic update

If the unit is connected to the Internet, it will have automatically received a new software available notification. Follow the screen prompts to download the software and update the unit. Note that the upgrade file is very large and depending on the user's network infrastructure (configuration and speed) this could take over an hour. Best practice is to accept the upgrade at the end of the workday to allow the upgrade to complete overnight.



In the morning, press the information screen to check that the unit software has upgraded.

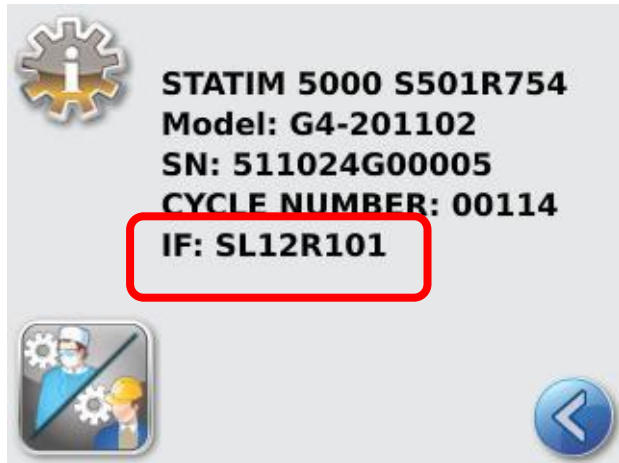


If you selected NO, you will only be able to upgrade the firmware later using the manual update method described in the section below. At every new firmware release you are given this choice.

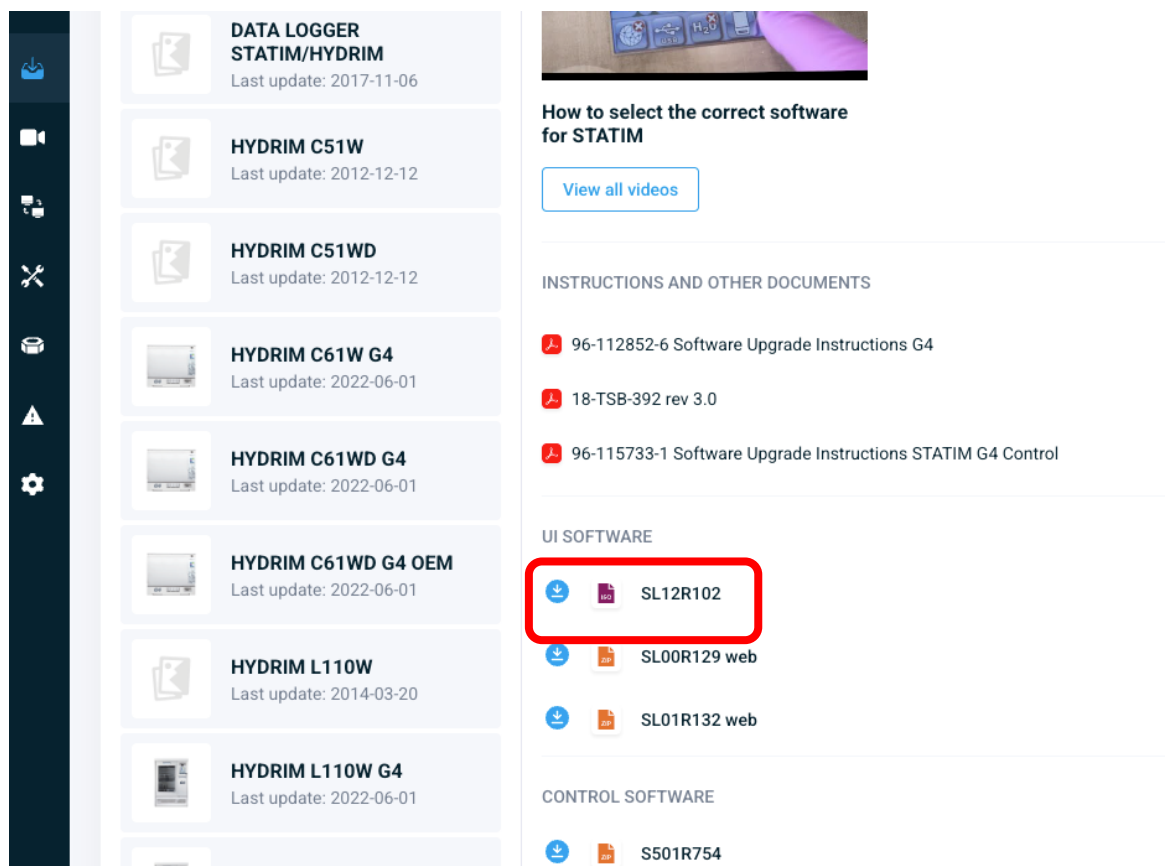
Manual update

This software update process is for G4+ boards only (SL12Rxxx).

1. Check the information screen to see the software version.



2. Download the file from myCOLTENE.com.

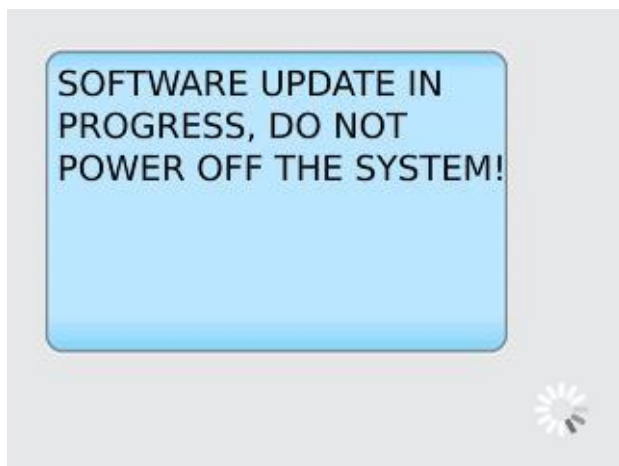


3. Load the file to a newly formatted USB.
4. Power OFF the unit, then power it ON and wait for the system to load.
5. With unit ON, insert USB memory stick into the USB port at the front.

6. A message will show that new firmware is available.



7. Press YES to start the upgrade.



8. The update will take approximately 25 minutes. When it is complete, the unit will restart. Press the information screen to check that the unit software has upgraded.

